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Essential Guide to AI Terminology

AGI (Artificial General Intelligence) AI capable of learning and performing any intellectual task in a human like way <i>e.g., A single AI system managing a company's entire operations</i>	AI Agent Software programs that automate tasks independently, usually without scripting using conversational or generative AI. <i>e.g., An advanced AI assistant managing tasks and achieving outcomes</i>	AI Assistant Second generation chatbots, which use conversational or gen AI and can be scripted or un-scripted <i>e.g., Website FAQs or voice automation</i>	AI Copilot A smart assistant working alongside humans, enhancing productivity <i>e.g., writing code, searching for content, automating processes</i>	AI Fine-Tuning Adapting pre-trained models to specific tasks <i>e.g., Customising models for specific sectors / industries</i>	Agentic AI AI-powered agents or assistants with varying levels of autonomy, reasoning, and adaptability. <i>e.g., complete tasks and goals rather than following instructions</i>	Artificial Intelligence (AI) Technology that mimics human thinking to perform tasks and solve problems (<i>speech recognition is another key component</i>)
ASI (Artificial Super Intelligence) AI that surpasses human intelligence in every aspect <i>e.g., An AI solving complex global issues beyond human capabilities</i>	Chaining Technique of linking multiple AI tasks or prompts sequentially <i>e.g., Breaking down complex queries into a series of simpler sub-tasks</i>	Chatbot / Voicebot First generation process-based computer program that simulates conversations with users through text or voice. <i>e.g., Often responding to FAQ's and simple requests</i>	Context in AI Background information that helps the AI understand and respond appropriately throughout interactions <i>e.g., Assistants remembering previous queries</i>	Conversational AI Technology that engages in human-like dialogue <i>e.g., Advanced customer service chatbots and Voice Assistants</i>	Deep Learning subset of machine learning where computers learn patterns from data through multiple processing layers. <i>e.g., AI learns to recognise cats after studying millions of photos.</i>	Dialogue Management Controlling conversation flow in AI assistants <i>e.g., Handling context, history, multi-turn conversations coherently</i>
Digital Humans combine visual avatars with conversational AI to create human-like interactions. <i>e.g., digital customer service that uses facial expressions, voice, and natural conversation</i>	Entities Items or concepts like people, places or things that can be grouped to help AI understand them <i>e.g., Car, vehicle, Ford, BMW</i>	Few-Shot Learning AI learning new concepts from very few examples <i>e.g., Image classification with only 2-3 examples per category</i>	Generative AI AI systems creating new content based on patterns it learns from training data <i>e.g., Generating human-like responses in chatbots</i>	GPT (Generative Pre-trained Transformer) A type of AI model that generates human-like text by being pre-trained on a diverse range of internet text. <i>e.g., like Chat GPT with fine-tuning for specific tasks or interactions</i>	Guardrails Ethical and safety measures for AI systems <i>e.g., Preventing inappropriate AI-generated content</i>	Hallucination AI generating plausible but factually incorrect or nonsensical information <i>e.g., A chatbot confidently providing made-up historical "facts"</i>
Intent Recognition Identifying the purpose/intent behind the user input <i>e.g., Determining user's goal in a query</i>	Large Language Model (LLM) Advanced AI models trained on vast text data <i>e.g., Chat GPT is a well known example powering conversational applications</i>	Machine Learning (ML) Technology that helps computers understand and interpret human language, <i>e.g., making conversations with machines more natural.</i>	Multi-Modal LLM (MM-LLM) Language models capable of processing and generating multiple formats of data <i>e.g., An AI system that can understand/respond with text, images, video & audio.</i>	Natural Language Processing (NLP) Technology for computers to understand and respond using human language <i>e.g., An interface that understand text messages and voice</i>	Natural Language Understanding (NLU) Comprehending context, intent, and nuances in language <i>e.g., Voice assistants interpreting complex queries</i>	Prompt Engineering Crafting specific instructions to elicit desired AI responses, can be both user prompts and 'system prompts' <i>e.g., Designing prompts to get what you really want</i>
RLHF (Reinforcement Learning from Human Feedback) Training AI models using human preferences as rewards <i>e.g., Improving responses based on user feedback and ratings</i>	Retrieval-Augmented Generation (RAG) A method to retrieve relevant information to enhance its responses <i>e.g., Combining documents with up-to-date knowledge bases</i>	Sentiment Analysis Determining emotional tone from text in conversations <i>e.g., Assessing customer satisfaction in chats</i>	Structured and Unstructured Data How types of information is organised <i>e.g., CRM, databases, v's emails, documents, web pages or social posts</i>	Tokenisation process of cutting text into smaller units (tokens) for measuring AI processing usage <i>e.g., 100 words may equal 130 tokens</i>	TTS/STT (Text to Speech & Speech to Text) Converting and interpreting text into speech and speech into text. <i>e.g., Voice Assistants, Transcriptions</i>	Vector Databases data that is stored in a way that is optimised for AI-related similarity searches <i>e.g., Finding similar images or text based on their characteristics</i>

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